



Initial Goals of the PeopleSoft Project

Lucas County has prepared itself very well for the upcoming PeopleSoft implementation. As part of its preparation, County leaders and subject matter experts from throughout the County have set four main goals for the first phase of the project. They are:

Project Goals

Paychecks—January 2003
Universal System Access / Self-Service
Continuous Improvement

Paychecks—January 2003

The primary goal is to produce County paychecks using the new PeopleSoft system on January 3, 2003.

Universal System Access (Self-Service)

Ultimately, every County employee will have online access to the information that they need to see and use. Universal access will be implemented gradually throughout Lucas County.

During the project, many useful self-service functions will become available for County employees, such as updating personal information (address, phone, dependents) and reviewing your pay information.

Continuous Improvement

The County plans to constantly fine tune and streamline its business processes, which will yield cost savings, higher employee satisfaction, and improved customer service.

Process Improvement for Lucas County Finance Continues

As part of the preparation for the upcoming PeopleSoft implementation, the County's Finance departments have completed the first phase of improving their business processes.

From November 2001 to April 2002, representatives from Lucas County's Finance department worked with Acuent, Inc., to document and evaluate the County's current business processes. The assessment covered many business processes in a wide range of Finance activities, including Purchasing, Accounts Payable, General Ledger, Budget, Disbursements, and Training Reimbursement. In addition, the assessment included an overview of the County's affiliated boards and agencies to understand better how they will be affected by the PeopleSoft implementation.

As a result of the assessment, the Finance departments of Lucas County have a firm understanding of their current business processes and where improvements are needed. In its documentation, Acuent made specific recommendations to the County based on best practices used by leading public and private sector organizations around the United States.

Lucas County, with help from Acuent, continues to move forward and has launched the second phase of the Finance project—redesigning Finance business processes. In May 2002, the Finance project team kicked off this phase of their project and will continue through the fall of 2002. The results of the team's efforts will be a series of streamlined, common-sense business processes and detailed change initiatives. The Finance project team includes:

- Tom Bartlett, ADAS Board
- Tracy Berry, Auditor's Office
- Pat Heffern, Auditor's Office
- Tom Nichter, Auditor's Office
- Dave Polek, Auditor's Office
- Scott Smith, Auditor's Office
- Tim Goyer, Board of Mental Health
- Debbie Frost, Board of Health
- Sue Lyons, Board of Health
- Bob Pongtana, Board of Health
- Leah Foley, CSB
- Dave Sigler, CSB
- Kevin Kennedy, CSEA
- Shelly McHattie, CSEA
- Dennis Cole, Emergency Services
- Vicki Malinoski, Emergency Services
- Mark Drennen, Engineer's Office
- Bob Rutowski, JFS
- Ron Weber, JFS
- Keith Fournier, LCIS
- C.J. Holley, LCIS
- Marty Limmer, LCIS
- Amy Miller, LCIS
- Karen Ramsey, LCIS
- Gary Langenderfer, MetroParks
- Sharon Drewes, MRDD
- Allison Duncan, MRDD
- Martie Speelman, MRDD
- Kevin Helminski, OMB
- Bridgette Kabat, OMB
- Diana Minor, OMB
- Kelly Roberts, OMB
- Jonn Zeitler, OMB
- Sandy Castellese, Support Services
- Lynn DiPierro, Support Services
- Jan Jump, Support Services
- Greg Shank, Treasurer's Office
- Gina Hughes, Treasurer's Office

Departmental Liaison Meetings Kick Off

Communicating project information effectively throughout Lucas County is very important to the success of the PeopleSoft project. With that in mind, the Project Team invited representatives from every County agency and department to the first of regular meetings to share information about the project. Thursday, May 23, marked the first meeting of the departments' representatives (or Departmental Liaisons).

The Departmental Liaisons will meet every month with the PeopleSoft Project Team to hear the latest information about the project. Equally as important, the meetings will be forums for the Departmental Liaisons to bring specific questions, issues, and concerns from their departments for the project team to answer.

If you have a question, issue, or concern about the project, it's important that you bring it forward—let someone know! Feel free to contact your own Departmental Liaison about bringing your question to the next meeting. Here are the Departmental Liaisons who attended the kickoff meeting:

- Jay Salvage, ADAS Board
- Mark Michalski, Auditor's Office
- Katie Knepper, Board of Commissioners
- Paula Lykowski, Board of Elections
- Debbie Frost, Board of Health
- Karen Suehrstedt, Board of Mental Health
- John Walters, Building Regulations
- Sheila Sigler, CSB
- Barb Glaser, Clerk of Courts
- Charlene McClellan, Court of Common Pleas
- Toni Smith, Coroner's Office
- Donna Kiroff, Court of Appeals
- Tara Goins, CSEA
- Karla Hamlin, Dog Warden
- Paul Fretti, Domestic Relations
- Kathie Fugate, Economic Development
- Vicki Malinoski, Emergency Services
- Missy Dickson, Engineer's Office
- Marsha Bigelow, Family Council
- Josie Hull, JFS
- Gary Lenhart, Juvenile Court
- Marianne Lutz, LCIS
- Gary Horn, MetroParks
- Mary Cobb, MRDD
- Diana Minor, OMB
- Diane Medlin, Probate Court
- Gina Veronica, Prosecutor's Office
- Bill Lauer, Public Service
- Jeff King, Recorder's Office
- Richard Walker, Risk Management
- Kevin Aller, Sanitary Engineer
- John Tharp, Sheriff's Office
- Lynn DiPierro, Support Services
- Lee Banks, Treasurer's Office
- Bobby Jo Johnson, Vehicle Maintenance
- Bob Mettler, Veteran Services
- Kathy Johnson, Wastewater

**Achieving is
Believing in
Change**



Project Team Members Speak about the Project

Question—What elements of the new PeopleSoft system are you looking forward to the most?

Betty Hutchinson, Juvenile Court: "I am looking forward to the ease of access to information for analysis and reporting purposes. [County employees] will probably like the 'check view' and 'leave balance access' the most."

Megan Hupp, Board of Commissioners: "A big advantage will be the reporting capabilities. The amount of time and effort it takes to develop simple reports can be so cumbersome. I will truly enjoy having information at the tips of my fingers and have the confidence that the information is valid."

Phyllis Cole, Common Pleas Court: "Automating Payroll so the process can be more efficient."

Bridgette Kabat, Office of Management and Budget: "Having actual budgeting software, reporting capabilities, seeing less rekeying of data."

Diane Ducey, Risk Management (Health Benefits): "Consistency of information between HR, Payroll, and Benefits, and the ability to easily run accurate reports on any information in the system."

Question—What should County employees look forward to with the new system?

Phyllis Cole, Common Pleas Court: "Having current, up-to-date information readily accessible regarding payroll, leave balances, benefits and personal information."

Bridgette Kabat, Office of Management and Budget: "Having more useful info at their fingertips, being able to view and key in data that is specific to themselves (self-service), not having to depend on other people as much."

Diane Ducey, Risk Management (Health Benefits): "Eventually, County employees will have access to their own HR, Payroll, and Benefits information online, as well as the capability to update their records and make changes as needed."



Upcoming Events

Launch of Web Site with PeopleSoft Project information—The Project Team is currently developing a Web site to house project information. The Web address will be:

<http://co.lucas.oh.us/lcis/erp>

Town Hall Meetings—In the late summer of 2002, the Project Team plans to begin a series of Town Hall Meetings to share information about the PeopleSoft project. These meetings will be open to all County employees. The meetings will offer you an opportunity to see the progress of the project first-hand. More details to come...

Departmental Liaison Meeting—The next two scheduled meetings of the Departmental Liaisons are **Thursday, June 27**, and **Thursday, July 25**. This is a monthly meeting with representatives (liaisons) from each Lucas County department and agency. At these meetings, the Project Team shares the latest information about the project. Also, the Departmental Liaisons bring questions, issues, and concerns about the project to the Project Team.

Questions from Departmental Liaisons

The following questions came from the kickoff meeting of Departmental Liaisons (see page 1 for details).

Q: "What are [our department's] Payroll Clerks going to be doing by the end of 2002?"

A: As the PeopleSoft implementation project progresses, many Lucas County jobs will change, including Payroll Clerks. The PeopleSoft system will gradually relieve the burden of many manual processes and calculations. One of the main goals of the system is to automate these tedious processes and free employees' time to engage in more value-added activities in their departments.

Q: "Can external agencies access the PeopleSoft system to input information?"

A: No. External agencies (non-County agencies) will not have access to the County's system. However, the PeopleSoft system will allow County departments to automate or simplify some of the reporting and transactions with external agencies.

Q: "Where is the money for the PeopleSoft system coming from?"

A: The Lucas County Board of Commissioners is "footing the bill" for the entire PeopleSoft system. The system and the project to implement it is covered under a capital improvement budget, separate from the County's operating expenses. There have not and will not be any charge backs to County departments or agencies for "their share" of the system.

Q: "Will there be trainers for the software during the implementation?"

A: Yes, there will be internal (Lucas County) trainers spread throughout many of the departments. The training that County employees will receive will depend on their levels of involvement with the new system. For example, a departmental HR representative will receive specific HR-related training. There will be a core of trainers who will attend the PeopleSoft train-the-trainer course. This core team of trainers will become the main trainers for the County.



Questions from around the County

Q: "I'm an IS professional. What are the hardware requirements to run the PeopleSoft system on my department's PCs?"

A: There are various computing requirements based on the users' levels of activity with the system. For most Lucas County employees, the preferred PC set-up to run PeopleSoft is: Pentium 2 processor or better, Windows 98 or higher, 64Mb RAM or more, and Internet Explorer 5.5. For more information, contact the e-mail address below.

Q: "Will the new system allow County employees to deposit into two (or more) deferred compensation accounts?"

A: The PeopleSoft system itself can handle multiple deductions for deferred compensation. Although Lucas County does not currently plan to offer multiple deductions now, this is a potential enhancement that will be evaluated in 2003, after the base PeopleSoft system has been implemented.

Do you have a question about the project? If so, contact your Departmental Liaison (see page 1 for yours) or e-mail it to the project team at:

PeopleSoftHelp@co.lucas.oh.us